



# Complaint Procedure for Students and Parents\Guardians

Arendal vgs is committed to providing support and service to all its student. Feedback is highly valued, and it is a major contributor to our ability to grow, develop and change with our students' needs. Therefore, we value the views and inputs from students and parent/guardians to meet our mission of providing a safe and high-quality learning space. We encourage all stakeholders to bring forward questions and concerns early, so we might be able to address them before they become complaints.

## Principles

The principles of our concerns and complaints procedure are to ensure that there is effective communication across all stakeholders to facilitate the best resolution for all involved. We understand that the school is an educational institution as well as a workplace, and that everyone must have conditions to thrive and grow. We aim to have a fair process, that opens lines of communication for the timeliest resolution. The process must be based on mutual respect, trust, and openness.

The nature of the concern will also dictate how the complaint will be handled. Both written and oral complaints will be handled equally, though written complaints help establish a clearer baseline for those involved.

## Who can file concerns or complaints?

Students can file concerns or complaints at any time. Parent/guardians can file concerns or complaints freely until the student is 18 years of age. Once a student has turned 18, the student must provide their written consent for parents/guardians to file concerns or complaints on the student's behalf.

## Who is responsible for handling the complaint?

The first person contacted in the complaint process is responsible for ensuring a line of communication is established and the relevant people are included in the dialogue needed to address the grievance early on. The final stage of the complaint process is the responsibility of the head of school.

Cases involving the Education Act chapter 12 and the Working Environment Act stipulate formal procedures and the Head of School is responsible for ensuring that these requirements are followed. The Head of School is also responsible for ensuring that the



School's Routines and Rules, as well as any other laws, agreements and policies, are followed. Meetings and conversations must be recorded and signed by all parties.

## Procedures for various concerns:

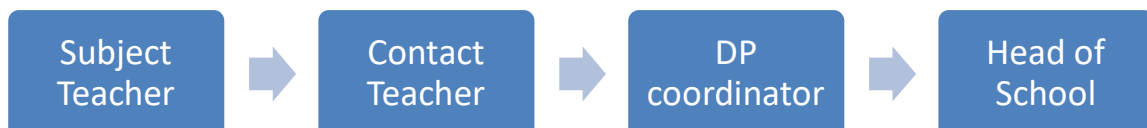
Most all concerns or complaints should start as close to the root of the issue as possible and should be reported as soon as possible. Should the issue require additional support and resolution, the follow the flow chart to see who will be included in the problem-solving process.

Complaints can be based on one or both of the following two criteria:

- The student is not experiencing a secure or safe environment while under an employee's care or that the student has been offended or insulted by a teacher.
- The student finds the pedagogical practice of the employee is unsatisfactory.

The Employee breaches §9a:	Follow-up
<b>What can be complained about:</b>  The Student(s) does not experience a secure and safe psycho-social environment while under the employee's care or, where the employee insults or offends a student.  Examples of this may be that the employee behaves in a way that makes the student(s) feel unsafe, feel offended or where they feel that they cannot thrive.	<b>Follow-up</b>  The School's chapter 12 Policy is implemented immediately.  There is a strict procedure that the school must follow if a chapter 12 claim is invoked. The Head of School must be notified immediately. The Head of School must further notify the Director.  If the complaint is that a student/student group is offended by a member of the School's management, the person who complains can contact the Director directly.  If there is an employee who suspects or is aware of such a case involving the Head of school or Management, she or he shall contact the Director directly.

**Academic concerns-** teaching practices, grades, student performance, study techniques, classroom management, teacher absence, etc.

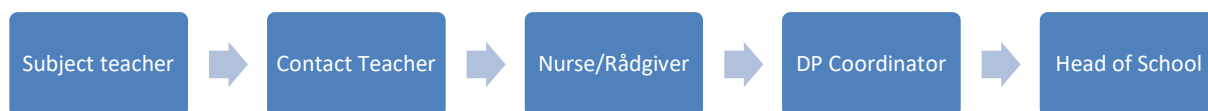


Complain on pedagogical practices	Follow-up
<b>What can be complained about?</b>	<b>In cases of complaints against the employee:</b>

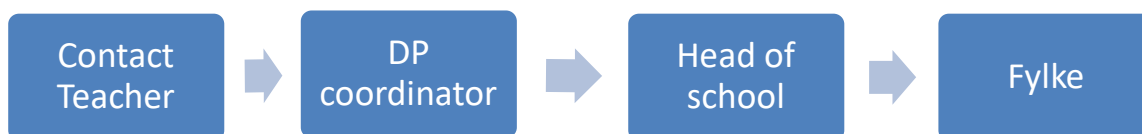


<p>If the employee does not follow-up on their duties so that the student's rights are fulfilled under Opplæringsloven This may be related to, for example:</p> <ul style="list-style-type: none"><li>• Teacher's Absence</li><li>• Assessment Procedures</li><li>• Teaching Practice</li><li>• Classroom Management</li></ul> <p>For other employees (managers) a complaint may be made because of failure to follow-up, for example, the well-being of the Student's psycho-social learning environment.</p>	<ul style="list-style-type: none"><li>• The student/guardian should first address their complaint to the employee. The complaint itself should be as concrete as possible, and it should be justified. The student or the student group can have the assistance of their Class Representative and/or Contact teacher when the complaint is made orally.</li><li>• If the student(s) find it difficult to convey the complaint to the employee directly, the complaint can be communicated via the employee's immediate manager. The School Office / Contact-teacher can assist the student(s) in finding out who the manager is.</li><li>• On receipt of a complaint based on an employee's pedagogical practice, the school must follow the Action Plan</li></ul>
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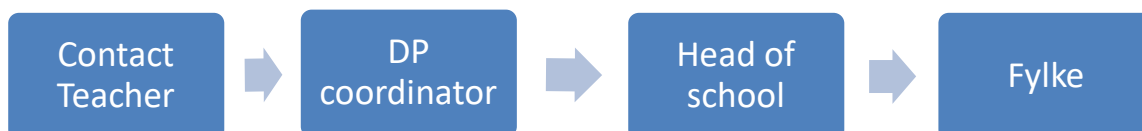
**Social/Emotional concerns-** depression, anxiety, problems with other students, bullying, safety etc. These concerns should be brought forward as early as possible to ensure quick and effective resolution, especially if the concern regards a teacher.



**Facilities-** classroom equipment, accessibility, extra study rooms, etc.



**Assessment-** DP calendar, late work, academic integrity, examinations





## Action Plans

Action Plan	Responsibility	Time Frame
<ul style="list-style-type: none"><li>• The employee who receives the complaint must respond within 5 working-days. If the complaint is made in writing, the response must also be written. The employee should keep records of all communication made with the complainant.</li><li>• If the employee thinks the complaint is unjustified, then this position must be explained to the complainant.</li><li>• When the complaint is wholly or partly justified, the employee must find solutions in cooperation with the complainant (s).</li><li>• The solutions must be presented to the complainant(s) or parents who have complained.</li></ul>	Employee	Within 5 working-days of receiving the complaint
<ul style="list-style-type: none"><li>• If the student/guardians believe that the complaint has not been adequately followed-up by the employee, the student/guardians may submit a complaint to the employee's manager. Complaints should then be in writing.</li><li>• An improper handling of the complaint by the manager can lead to a chapter 12 complaint being filed against the manager by the complainant</li></ul>	Student	With in 10 working days after receiving the complaint
<ul style="list-style-type: none"><li>• The manager who receives the complaint shall obtain information from the accused employee, the</li></ul>	Management	



complainant(s) and possibly others who may contribute by shedding light on the matter.		
<p>Alternative A:</p> <ul style="list-style-type: none"><li>• If the manager believes that the student/guardian complaint is unjustified, the student(s) will receive a written notification where the manager's reasoning is explained.</li></ul> <p>Alternative B:</p> <ul style="list-style-type: none"><li>• If the manager believes that the complaint is wholly or partly justified, the accused employee and the student/guardian are summoned to a meeting where the intention is to find constructive solutions.</li><li>• The parties to the complaint may bring their representatives (Tillitsvalgte) with them to the meeting.</li><li>• The meeting shall be recorded, and these minutes shall contain information about:<ul style="list-style-type: none"><li>→ Which measures are to be implemented?</li><li>→ When they are to be carried out?</li><li>→ Who is responsible for their implementation?</li><li>→ Time for evaluation of the implemented measures.</li></ul></li><li>• The manager must seek to find measures that the employee and the student/guardian agree on.</li></ul>	Management	

### Complaints that become Personnel Cases (Disciplinary Proceedings)

If the complaint makes it necessary to establish a Personnel Case (Disciplinary Procedures) against the employee, the Head of School shall use the Personnel Department for handling such cases. The Head of School will contact the Personal Manager and/or Director for advice and further assistance.



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### **Formal complaints towards the IB:**

Before filing a formal complaint with the IB, contact the head of the department or the DP coordinator for support and advice moving forward.

[matias.langgaard.madsen@arendal.vgs.no](mailto:matias.langgaard.madsen@arendal.vgs.no) or [raina.brunvatne@arendal.vgs.no](mailto:raina.brunvatne@arendal.vgs.no)

If it has not been possible to resolve your concerns or complaints informally, a formal complaint can be issued. The following document outlines the formal complaint procedure:

<https://www.ibo.org/contact-the-ib/feedback-and-complaints/>

### **When contacting the school:**

Please send an email to the relevant person according to the complaint process and provide as much information as possible regarding the teacher, department or nature of the concern. Be sure to include: your name, contact address, telephone number and email address. We will acknowledge the complaint within three working days. A plan will be put into place within two weeks. When necessary, a letter will be sent via Digipost and in the physical mail to confirm the resolution.

Arendal vgs has the right to cease communication regarding a complaint if the concern has, in our opinion, been addressed as thoroughly as we are capable of and has reached its conclusion or the correspondence becomes abusive, frivolous, or gratuitous.